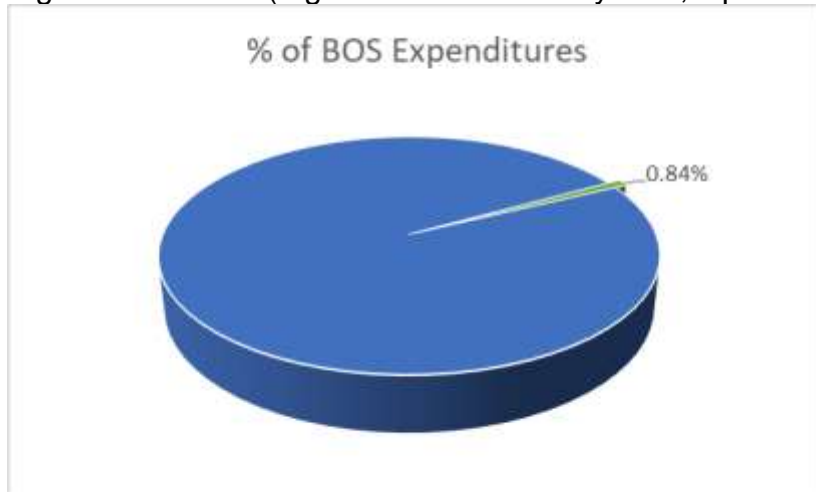


## Information Technology

Information Technology (IT) manages the computer infrastructure that serves Town government. The Town contracts with the Board of Education for IT support services. Included within this service is maintenance of all equipment and hardware that is connected to the network and staffing a help desk to assist Town personnel. This account also covers the cost of the Town's internal telephone system, wireless system, and charges for local and regional service. Requests for new desktop hardware are reflected in the Capital Reserve Fund. Support costs for special application software are allocated to the individual budget accounts. Support costs for system software and applications that are used organization-wide (e.g. MUNIS financial system, OpenGov, etc.) are reflected in this budget.



[Click here to explore historical and proposed expenditures for this department](#)

### Accomplishments 2020-2021

- Implemented new wireless system in town hall building providing coverage for all departments and public areas
- Completed full 3 year cycle of computer replacements throughout all departments
- New Executime service implemented to manage time clocks throughout the town
- Town wide VPN established to allow remote access for town staff during pandemic

### Accomplishments/Objectives 2021-2022

- New surveillance camera system was implemented to monitor all activity at town hall
- Network redesigned to handle all computer, phone, wireless, and camera traffic

## Information Technology

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- Upgraded server farm installed at police department providing safe and secure applications and data
- Migrated Planning and Zoning to new Viewpoint software platform for better integration and stability
- Upgraded wireless system at police department, garage and senior center

### Objectives 2022-2023

Upgrade the financial system, MUNIS, to its latest version

Upgrade the network backbone for both the town hall and police department

Continue to work with the IT steering committee to identify efficiencies and growth opportunities

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Expenditures	2018-19 Actual	2019-20 Actual	2020-21 Actual	2021-22 Adopted Budget	2021-22 Revised Budget	2022-23 Proposed
Contractual Services	394,724	402,078	402,676	408,788	408,788	424,061
Equipment & Facilities	-	866	972	850	850	850
<b>Total</b>	<b>394,724</b>	<b>402,944</b>	<b>403,648</b>	<b>409,638</b>	<b>409,638</b>	<b>424,911</b>